

NASA
MANAGEMENT
INSTRUCTION

NMI 1270.3
Effective Date December 6, 1995
Expiration Date December 6, 1999

Responsible Office: Q/Office of Safety and Mission Assurance

Subject: NASA QUALITY MANAGEMENT SYSTEM POLICY {ISO 9000}

1. PURPOSE

This Instruction establishes the policy for the use of the International Organization for Standardization's "ISO 9000" Quality Management System Standards by NASA and NASA suppliers. Incorporation of the ISO 9000 Standards into NASA and NASA-supplier processes that affect the quality of deliverable products and processes will result in mission success and promote optimum use of available resources, increase productivity, facilitate timely delivery, encourage cost effectiveness, heighten environmental concern, solicit innovation and continuous improvement, and ensure corrective action.

2. APPLICABILITY

This Instruction applies to NASA Headquarters, NASA Centers, and NASA suppliers whose processes affect the quality of deliverable products and services. ISO 9000 implementation is optional for all contracts in existence as of the effective date of this Instruction and for Construction of Facilities, Institutional Support Services, off-the-shelf items, Department of Defense bailed aircraft, and noncomplex, noncritical, ground-support equipment and commercial items.

3. SCOPE

NASA and NASA-supplier quality management systems for hardware, software, and services for designing, developing, producing, installing, operating, and servicing activities are subject to the provisions of this Instruction.

4. DEFINITIONS

For the purposes of this Instruction, definitions contained in the Federal Acquisition Regulation, Part 46, "Quality Assurance," and ISO 8402, "Quality Management and Quality Assurance - Vocabulary," apply.

5. POLICY

It is NASA policy to require that NASA and NASA suppliers have a Quality Management System. That system, as a minimum, shall comply with the appropriate standard contained in the current version of the International Organization for Standardization's "ISO 9000" Standard Series or the American National Standards Institute/American Society for Quality Control's "Q9000 Series" and associated documentation. The ISO 9000 Quality System Requirements may be tailored, or supplemented as necessary by the procuring activity, to ensure that all applicable requirements for NASA procurements are met and that unnecessary requirements are not imposed. Registration/certification is optional on the part of the procuring Organization, and the criteria for determining compliance with this Instruction will be established by the procuring Organization.

6. RESPONSIBILITY

- a. The Administrator has ultimate responsibility for the quality of all NASA programs. The Associate Administrator(AA) for Safety and Mission Assurance, or designee, is the management representative responsible for NASA's Quality Management System.
- b. Quality assurance is an in-line function at every level of management from the Program AA down to the Project Official-in-Charge and down to the lowest level of management. Each level of management has a responsibility for upward and downward enforcement of this Instruction.
- c. NASA Center Directors and the Jet Propulsion Laboratory Director have the authority, accountability, and responsibility for implementation and oversight of this Instruction at their Centers.
- d. The Office of Safety and Mission Assurance is responsible for facilitating, providing implementation guidance, training, and oversight of this Instruction throughout the Agency,

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7. CANCELLATION

NMI 1270.2B, dated December 22, 1992.


Administrator

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